

NTT DATA

**NTT DATA ENTERS
END-TO-END
PARTNERSHIP WITH
GLOBAL
CONGLOMERATE
CASE STUDY**



SAP LEAP
Large Enterprise Acceleration Program

THE CLIENT

Comprised of six main companies, the client has a global reach, with operations across the world. The client generates revenue of over \$17 billion and boasts around 52,000 permanent employees and more than 10,000 external collaborators.

One of the six main companies is a leading global manufacturer and supplier of steel pipe products and related services for the world's energy industry, as well as other industrial applications. As a leading company in the Americas, the client manufactures and processes a broad range of steel products using advanced technology in production facilities located in the region.

A different offshoot provides engineering, procurement, construction, operation and management services for complex, large-scale projects all over the world. They operate in various market segments, including oil and gas, power, industrial plants, mining, infrastructure and more.

Another part of the group deals with solutions in metal and mining. They design technologies and services to reduce costs, save energy, limit environmental impact and improve the industry's working conditions. The fourth company operates in the energy sector, and is dedicated to the exploration, production, transportation and distribution of hydrocarbons, as well as the generation of power. The company operates in countries across South and Central America.

The last of the main companies that comprise the group operates highly complex care institutions with a commitment to research, located across Italy. Each of these institutions is managed with a patient-oriented approach.



THE CHALLENGE

The client is currently in the process of externalising the entire P2P process in their engineering and construction company, which is hitherto without NTT DATA presence. As such, they requested submissions of proposals for the implementation of a business process outsourcing (BPO) service for account payables, to be implemented in SAP S/4HANA.

The primary task in building efficiency into SAP-implemented account payables is process automation. In the case of this project, these processes include real-time enterprise resource planning (ERP) data integration, automated notification and reminders, an action log, the publication of purchase orders and invoice reception.

The client's principal concern in this regard was the successful integration of taxation, as one of the core companies within the group requires full integration with the tax authorities' applications in each country, in order to validate invoice documents. This necessitates analysis of tax applications and connections to countries across the Americas, to adapt the supplier portal architecture.

Another challenge in this project is its scale: its geographical range spans eight countries, all across the Americas. The project is expected to last approximately five years and is likely to cost up to \$5 million.



THE SOLUTION

Process automation requires the BPO solution to work seamlessly. To that end, NTT DATA Mexico has developed a supplier portal solution that allows organisations to connect and manage third-party suppliers of goods and services smoothly and efficiently. The proposed solution is based on NTT DATA's business technology platform (BTP) portal vendor, with the project's overarching scope divided into three main areas.

The first element is to set up and run collaborative workshops to understand the supplier portal.

Second, workshops with each country's tax teams will ensure that the tax issue highlighted as a major challenge is addressed. These workshops will take place in four South American countries: Argentina, Colombia, Peru and Uruguay.

Finally, a technical review will be carried out regarding SAP S/4HANA impacts on the supplier portal. This includes impacts made to BTP products, architecture and on the interface's methods.

NTT DATA SAP-based assets & Own IP help its customers accelerate their Digital Transformation journeys



THE RESULT

The collaboration between the client and NTT DATA is designed to identify the impact of new companies and countries in the current vendor portal. With that in mind, NTT DATA analysed the end-to-end process in three main areas:

Impacts on the master data. In terms of processes, the analysis revealed an effect on vendor creation, as new fields would have to be created to gather information from new sources, each varying according to different countries or business requirements. As such, new information or documentation would also need to be uploaded throughout the process. The transformation also meant there would be impacts on data loading and gigabyte capacity, with considerable quantities of extra data to be processed.

Additionally, noteworthy impacts were identified in the invoice process. Different characteristics according to varying fiscal requirements in different countries – were noted, meaning invoice uploads in the portal would likely have to be adapted. As a consequence, analysis of fiscal document validation would also be needed. Reviews must be carried out for each different country, and for the tools that are used to manage the verification of fiscal documents, such as API, web services, etc.

Furthermore, there were impacts identified on BTP products. The likely new volume of work and increased data according to current and new planned activities for the coming five years has been analysed carefully.. New quotations for BTP products have been provided, and the economic impact per year has changed.



WHY NTT DATA

NTT DATA understands the client's business processes throughout their different companies across the Americas. Furthermore, NTT DATA fully understands the challenges inherent in the sector, and has extensive experience in creating innovative solutions designed to deliver sustainable business value and help clients operating in this area to maintain a competitive edge.

As a leading expert in SAP S/4HANA with specific knowledge and understanding of the client's current group configuration, NTT DATA is best-positioned to propose the right solution. This knowledge helped reduce the impact on operations and the effect of the specific personalisations demanded by the client's business requirements.

The digital mindset, skills and experience in their local teams allows for a solution to be created that leverages both NTT DATA's technical expertise and a fresh point of view on covering the client's demands. A business and entrepreneurial vision allows NTT DATA to convert specific and complex business process requests such as this project into a real end solution. These solutions come with detailed plans and technical designs to demonstrate the value of their proposal, a key consideration when the client was considering options for the implementation of this process.

As an end-to-end partner in all areas—and business needs—NTT DATA enables ideas through business consulting, technology areas and a mindset centred on innovation.

NTT DATA provides end-to-end SAP-centric services (Business and ICT consulting, Implementation, ITO, AMS, BPO, Communications and Cloud) to its customers



WHAT'S NEXT

After this SAP S/4HANA assessment was made, NTT DATA expects to continue collaboration with this client in both the short and medium term. In the short term, NTT DATA will continue to establish its relationship with the client and position itself in new business areas, namely innovation areas and business process outsourcing (BPO).

This is a large and complex undertaking which, on completion, will leave NTT DATA well-placed to undertake some specific medium-term projects. These projects include a procure-to-pay BPO process and the implementation of the vendor portal in different countries. NTT DATA will also use the vendor portal as an accelerator for similar projects throughout the Americas. Lastly, NTT DATA will use the vendor portal as a tool for the BPO process in the procure-to-pay business process.



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